

WHAT IS CLAIMED IS:

1. A user support system comprising:

a first block which has an electronic collection of user utterances, and identifies a content of a given user utterance; and

a second block which has an electronic collection of action patterns for an agent for responding to user utterances, and enables the agent to respond to the given user utterance;

wherein the user utterance collection and the agent action collection are separately constructed by configuring the first block and the second block separately.

2. The system of claim 2, wherein the system is connected with a user terminal via a network, and the first block and the second block are configured as different network nodes.

3. The system of claim 1, wherein the system includes a plurality of the second blocks, and each of the second blocks offers a specialized service to the user.

4. The system of claim 1, wherein the first block includes:

an utterance search unit which searches the utterance of the user in the user utterance collection; and

a reporting unit which notifies a system administrator when the user utterance is not found in the user utterance collection.

5. The system of claim 1, further comprising a recording unit which obtains a record of the user's access to the system, wherein the second block chooses one from a plurality of choices of the actions of the agent to respond to the user utterance depending on a situation of the user's access.

6. The system of claim 1, wherein the second block chooses one from a plurality of choices of the actions of the agent to respond to the user utterance depending on an attribute of the user.

7. The system of claim 4, wherein the first block further includes an index storing unit that stores an index of contents of the user utterance collection, and the search unit initially searches the given user utterance for the index storing unit.

8. A user support system, comprising:

an electronic collection of user utterances;

an index storing unit that stores an index of contents of the user utterance collection;

an utterance obtaining unit which obtains an utterance inputted by the user;

an utterance search unit which identifies a content of the obtained utterance by conducting a search using the index; and

an electronic collection of actions of an agent for responding to the identified utterance,

wherein a response to the identified utterance is performed by the agent.

9. The system of claim 8, wherein the utterance search unit identifies the content of the obtained utterance using a full text search.

10. The system of claim 8, further comprising a reporting unit which notifies a system administrator when an appropriate response to the obtained utterance cannot be conducted.

11. A translation system comprising:

a first block which has an electronic collection of user utterances, and identifies a content of a given user utterance; and

a second block which has an electronic dictionary file for translating the user utterance, and provides the user with an expression corresponding to the utterance in

another language;

wherein the first block and the second block are configured as different nodes accessing a network so that the user utterance collection and the dictionary file are separately constructed.

12. The system of claim 10, wherein the first block includes:

an utterance search unit which searches the utterance of the user in the user utterance collection; and

a reporting unit which notifies a system administrator when the user utterance is not found in the user utterance collection.

13. An translation system comprising:

an electronic collection of user utterances;

an utterance search unit which identifies a content of a given user utterance using the user utterance collection;

a dictionary file which describes correspondence between multiple languages for anticipated utterances of the user;

a function block which offers a predefined service to the user;

a target language setting unit which sets a language that is used by any number of users who assemble virtually

to receive the offered service as a target language for translation; and

a corresponding expression search unit which compares a content of an utterance given by any one of said users, which is identified by the utterance search unit, with the dictionary file and identifies an expression corresponding to the utterance in the target language;

wherein the function block offers the corresponding expression embedded in said service.

14. The system of claim 13, wherein the function block customizes the service for each user on a target language basis, by embedding the corresponding expression in each user's language into the service offered to each user.

15. The system of claim 13, wherein the user utterance collection and the dictionary file are configured as different nodes accessing a network so that an identification of the content of the utterance and an identification of the corresponding expression are processed in a distributed manner for the service requested by the user via the network.

16. A user support apparatus comprising:

a first block which has an electronic collection of user utterances, and identifies a content of a given user

utterance; and

a second block which has an electronic collection of action patterns for an agent for responding to user utterances, and enables the agent to respond to the user utterances,

wherein the user utterance collection includes a general utterance library that stores general user utterances and a specialized utterance library that stores utterances related to a specialized field of the agent.

17. A user support system comprising a plurality of said user support apparatus of claim 16 connected to a network as independent network nodes, wherein each of the apparatus is provided according to each said specialized field, and each node is so configured as to be accessible from the user.

18. The system of claim 17, wherein the plurality of said user support apparatus independently manages each specialized utterance library and shares the general utterance library.

19. The system of claim 17, further including a library providing unit which manages the user utterance library and offers the user utterance library to a third party off line or on line.

20. The system of claim 17, wherein the first block includes:

an utterance search unit which searches the utterance of the user in the user utterance collection; and

a reporting unit which notifies a system administrator when the user utterance is not found in the user utterance collection.

21. The system of claim 20, wherein the first block further includes an index storing unit that stores an index of contents of the user utterance collection, and the search unit initially searches the given user utterance in the index storing unit.

22. A user support apparatus comprising:

an utterance identification block which has an electronic collection of user utterances, and identifies a content of a given user utterance; and

a response block which has an electronic collection of action patterns for a first agent for responding to user utterances, and enables the first agent to respond to the user utterances,

wherein the utterance identification block has an additional collection of anticipated utterances to which the first agent should react among utterances that a second

agent make to the user, and identifies a content of an utterance of the second agent if the utterance of the second agent exists in the additional utterance collection, and wherein the response block has an additional collection of action patterns for the first agent for reacting to the utterances of second agent, and enables the first agent to occasionally react to the utterances of the second agent.

23. The apparatus of claim 22, wherein the additional utterance collection is incorporated into the user utterance collection, and the user utterance and the second agent utterance are matched with the integrated user utterance collection without any discrimination, when a process of the utterance identification block comes to at least a final stage.

24. The apparatus of claim 22, wherein both the first agent and the second agent are implemented on this apparatus, and the utterance identification block and the response block are symmetrically provided for the first agent and the second agent, and while the second agent mainly responds to the user instead of the first agent, the first agent occasionally reacts to the utterances of the second agent.

25. A user support system comprising a plurality of said

user support apparatus of claim 22 connected to a network as independent network nodes, wherein each of the apparatus is provided according to each specialized field, and the additional utterance collection, the agent action collection, and the additional action collection of each user support apparatus are generated according to each specialized field.

26. The system of claim 25, wherein the plural user support apparatus include the respective response blocks therein and shares the utterance identification block at any one of the network nodes.

27. The system of claim 25, wherein each user support apparatus includes the first agent on the apparatus, and if the first agent appears on any other apparatus, the first agent acts as a second agent on said other apparatus.

28. The system of claim 25, wherein the utterance identification block includes:

an utterance search unit which searches the utterance of the user in the user utterance collection; and

a reporting unit which notifies a system administrator when the user utterance is not found in the user utterance collection.

29. The system of claim 28, wherein the utterance identification block further includes an index storing unit that stores an index of contents of the user utterance collection, and the search unit initially searches the given user utterance in the index storing unit.

30. The system of claim 25, further including a library providing unit which offers the user utterance library to a third party off line or on line.

THE COURT OF APPEALS